

Information Services Board Meeting Minutes – May 13, 2004

Department of Information Services Boardroom, The Forum Building
Olympia, Washington

Members Present:

Emilio Cantu
Marty Daybell
Tom Fitzsimmons
Jayasri Guha
Earl Heister (by telephone)
Stuart McKee
Gary Robinson
Fred Stephens

Members Absent:

Glenn Anderson
Darlene Fairley
Ed Lazowska
D.J. Mark
Mary McQueen
Laura Ruderman

Roll Call

A sufficient number of members were present to constitute a quorum.

Approval of Minutes

The minutes from March 18, 2003 were approved with the clarification that Emilio Cantu had requested a status report from the Secretary of State on their archival system.

**Department of Personnel's
Human Resource Management
System Update**

Gene Matt, the CIO for Department of Personnel, (DOP), introduced Tom Miller, CIO for DOP and Brian Turner, Project Manager, as presenters of the status report. on.

The Human Resource Management System (HRMS) was launched in September 2003. The planning and assessment phase was finished in February and there will be three main releases of software, the first release to take place in December 2004.

The DOP purchased packaged software from SAP and confirmed it will need no modifications. Any changes needed as a result of collective bargaining will be addressed in the configuration.

The project team has assigned additional resources to work with agencies in analyzing potential shadow system replacements. This analysis will be included in Releases 2 and 3. In addition, the project team is holding informational workshops for agencies and promoting impact assessments to make sure the system meets agency requirements. An agency design review group oversees functional design deliverables, testing deliverables, etc.

to insure that requirements are met. A formal communication assessment survey will begin in May to provide feedback on project communication effectiveness.

In October 2004, a training program will be delivered through instructor-lead, in-classroom training. There are also plans for a simulation lab to assist agencies in completing their day-to-day business using the new system.

The design phase of the system is roughly 2½ weeks behind schedule. Accenture and DOP have added additional resources to increase production and close the variance by mid-June.

Earl Heister requested that Sterling & Associates include a list of the highest risks facing the project and assessment of the mitigation for those risks in their quality assurance reports transmittal letter.

Department of Information's Disaster Recovery Report

Roy Lum announced that a large number of agencies are building their own disaster recovery solutions. Many of the solutions are designed to provide backup for key critical distributed systems.

A successful disaster recovery site needs to be located away from the Olympia area, with its seismic, volcanic and other potential hazards.

A key issue is funding. Many agencies have been seeking funding to build their own solutions, which may not be cost effective.

The Department of Information Services (DIS) has been working with several agencies in developing some disaster recovery initiatives. Some preliminary investigative work has begun exploring potential solutions in Eastern Washington and other potential colocations with county governments. The goal is to build the most cost effective and scalable solution so that systems are in place online and require minimal time to bring information back online in the case of emergency. When a server goes down, systems should automatically be rerouted through domain name services to another server in Eastern Washington. This would eliminate the need for tape backups and provide a much faster recovery.

DIS will begin building a final strategy document and an implementation plan to bring to the Board for discussion. It will also review potential policy changes. Earl Heister requested data regarding the minimum number of central systems that need to be backed up and implemented. Roy Lum agreed to provide more information at the next meeting.

**Department of Corrections'
Offender Management Network
Information project status report**

Carol Meraji, CIO for the Department of Corrections (DOC), announced that DOC and IBM have faced a lot of challenges with this project and that project management has improved immensely over the last year. There is now an agreement regarding what the business requirements are, and a process has been developed for escalating issues. A current project schedule is being used for detailed project management.

IBM has proposed a major change in the design review process, which should save several weeks, and is working with DOC to develop a detailed implementation plan.

Ms. Meraji presented a dashboard view of the schedule. Emilio Cantu suggested a revised schedule presentation at the next meeting, including the original and actual start dates, due dates and relation completion date for each line item.

Earl Heister inquired about the security validation of offshore-developed software. Elise Williams answered that security validation doesn't pertain just to offshore code, and is being performed within the design phase regardless of where the coding is done. Security procedures in the software development plan are being closely followed and code inspections are being performed by both internal peer review and outside review.

Drop 1 is scheduled for completion August 13, 2004 and Phase 2 for December 31, 2004. Phase 2 includes the development and the systems tests.

This is a fixed price contract. The price will not change unless something comes up in a change request. The total cost of Phases 1 & 2 is \$12.5 million. Phase 3 & 4 are currently not funded but DOC intends to go to the legislature with a decision package for funding. It is integral for DOC to complete Phase 3 in order to discard their current legacy system.

The Board requested that an integrated management plan, quality assurance report, a wider-range dashboard tracking system, and a total project plan with original plan dates for comparison be submitted at the next meeting. Earl Heister added a request for the portion of the project plan that defines the security and software development processes.

**Statewide Information
Technology Policy Compliance**

Mary Lou Griffith, Senior IT Planning Advisor, DIS, presented a status report on the compliance of the seventeen agencies that had their delegated authority revoked at the last meeting.

In response to staff contacting these agencies and providing additional assistance, eight of the seventeen agencies are now

fully compliant and have had their delegated authority for IT spending restored. Four of the remaining agencies are very close and have submitted a projected date of completion for their compliance.

There are five remaining agencies that have not submitted a completion date. Staff and the Small Agency Client Services will continue to work with these agencies and assist them in meeting their policy requirements.

**Health Care Authority's
Insurance System Replacement
Project**

Connie Robbins, Deputy Administer of the Health Care Authority (HCA), presented a summary of the current project status.

Health Axis was given a final extension to complete the Insurance System Replacement Project (ISRP) in September 2003. In December of 2003 HCA concluded that Health Axis was not meeting their contractual obligations and sent them a notice of material breach of contract. After much corresponding in Jan-Feb of 2004, HCA and Health Axis agreed to stop work on the project. Disputes over the project are currently in mediation.

Since September, HCA did request and was approved a supplemental appropriation on the basis of a delayed implementation date. This would allow continued use of the legacy systems through October 2004. After a review of the budget and where the project is now, HCA is confident that the budget appropriation is sufficient in total for the biennium.

HCA plans to complete a review of the ISRP from inception to the time work ceased, and is currently performing a business process review. A business process improvements review was conducted in the early stages of the project and that work is being reviewed as well.

After completion of reviewing the internal business processes, reviewing the ISRP project, and researching the business market, HCA will develop a decision package and a proposal to accomplish the original goals for a system replacement.

Tom Fitzsimmons requested a post-implementation debriefing at the July meeting to give the Board the opportunity to view the future of the ISRP project.

HCA confirmed that they maintain the goal of replacing the legacy system.

Gary Robinson recalled that the initial proposal was to combine the Operation for Employee System with the Basic Health Care Plan system. He recommends that HCA remain open to the potential of a solution that does not combine those two systems.

New Business/Public Comment Stuart McKee announced that he has accepted a position as the National Technology Officer for the United States for Microsoft and will be joining them June 7, 2004.

Adjournment The meeting was adjourned.